

HELP WANTED:

Highlights from the
Second Quarter, 2004
Louisiana Job Vacancy Survey

Shreveport Regional Findings

Louisiana Department of Labor
Developed by the Research & Statistics Division
for the Office of Workforce Development



www.LAWORKS.net

WHERE are the vacancies?

Shreveport Vacancies by Occupational Group

Occupational Group	Number of Vacancies	Employment in Occupation	Percent Requiring More than a High School Diploma	Percent Requiring at Least Some Work Experience	Median Hourly Wage Offered
Sales & Related	1,653	21,960	13.18%	54.80%	\$11.54
Transportation & Material Moving	841	15,620	0.00%	77.99%	\$7.50
Construction & Extraction	730	11,600	10.27%	100.00%	\$7.00
Building & Grounds Cleaning & Maintenance	660	8,570	20.91%	54.29%	\$6.50
Food Preparation & Serving Related	611	19,310	0.00%	82.00%	\$6.25
Installation, Maintenance & Repair	419	11,760	92.22%	98.44%	\$15.00
Management	303	13,180	60.57%	87.18%	\$10.58
Healthcare Practitioner & Technical	244	14,020	99.03%	60.58%	\$16.00
Office & Administrative Support	232	34,840	45.36%	100.00%	\$9.00
Personal Care & Service	217	6,930	27.80%	86.53%	\$5.15
Production	125	17,990	8.61%	71.48%	\$9.95
Healthcare Support	108	7,640	44.91%	41.74%	\$6.00
Business & Financial Operations	79	5,370	100.00%	100.00%	\$16.83
Education, Training & Library	60	15,060	13.92%	100.00%	\$5.50
Arts, Design, Entertainment, Sports & Media	49	1,510	0.00%	100.00%	\$5.50
Computer & Mathematical Science	41	1,340	100.00%	100.00%	\$11.53
Non-Classifiable Occupations	39	NA	0.00%	100.00%	\$10.00
Community & Social Services	30	2,970	0.00%	86.08%	\$10.00
Life, Physical & Social Science	10	860	100.00%	100.00%	NA
Architecture & Engineering	7	2,030	100.00%	100.00%	\$25.72
Protective Service	2	7,040	100.00%	100.00%	\$10.10
Farming, Fishing & Forestry	0	1,320	NA	NA	NA
Legal	0	1,760	NA	NA	NA
Total, All Occupational Groups	6,459	185,100	24.99%	74.97%	\$7.00

Job titles with many openings

Retail Salespersons (610 openings)
 Truck Drivers (Heavy & Tractor Trailer) (519)
 Janitors & Cleaners (324)
 Cashiers (246)
 Waiters & Waitresses (242)
 Maids & Housekeeping Cleaners (167)
 Landscaping & Groundskeeping Workers (160)
 Operating Engineers & Other Construction Equipment Operators (130)
 Restaurant Cooks (122)
 Licenced Practical & Vocational Nurses (118)

Shreveport Vacancies by Industry Group

Industry Group	Number of Vacancies	Industry Employment	Vacancy Rate	Median Hourly Wage Offered
Trade, Transportation & Utilities	1513	44,916	3.37%	\$7.50
Leisure & Hospitality	1204	27,770	4.34%	\$5.50
Construction	999	12,441	8.03%	\$8.08
Financial Activities	922	10,126	9.11%	\$11.54
Education & Health Services	794	62,683	1.27%	\$6.73
Professional & Business Services	500	16,162	3.09%	\$6.50
Manufacturing	228	23,335	0.98%	\$13.00
Other Services	139	6,120	2.27%	\$9.00
Information	91	3,814	2.39%	\$11.53
Natural Resources & Mining	71	5,705	1.24%	\$15.00
Total, All Industry Groups	6,459	213,072	3.03%	\$7.00

WHAT do these numbers mean ?

There were a total of 6,459 job vacancies in the Shreveport Regional Labor Market Area (RLMA), for a vacancy rate of 3.03 percent -- meaning that for every 100 jobs, approximately three were vacant at the time of the survey. Sales & Related occupations had the largest number of vacancies at 1,653, accounting for more than one in four vacancies in the area. Indeed, more than one in ten job openings in the Shreveport area were for either a Retail Salesperson or a Cashier.

Education and experience requirements varied widely across occupational groups. For example, in Installation, Maintenance & Repair occupations, over 92 percent of openings required education beyond a high school degree, and nearly 99 percent of openings required at least some previous work experience. In comparison, Sales & Related occupations required little education and experience: only 13.18 percent of these openings required education past high school, and just over one-half required any work experience. Wages varied by occupation, as well. While the median wage offered in vacancies across all occupations was \$7.00 per hour, wages ranged from \$5.15 per hour in Personal Care & Service occupations to \$25.72 per hour in Architecture & Engineering occupations.

The table above shows Shreveport vacancies by industry group. (See the sidebar on page 5 of this report for more on the differences between *industries* and *occupations*.) The largest share of job vacancies (about 23 percent) were reported in the Trade, Transportation & Utilities industry. This industry had a vacancy rate of 3.37 percent, and paid wages slightly above the overall hourly median of \$7.00.

A SNAPSHOT

of Shreveport job vacancies

Overall, Shreveport area employers were seeking experienced workers. An estimated 75 percent of all reported vacancies required at least some previous work experience. Thirty-eight percent of vacancies required some experience in any field; another 19 percent required up to two years of experience in the same field, and 17 percent required over two years of experience in the same field.

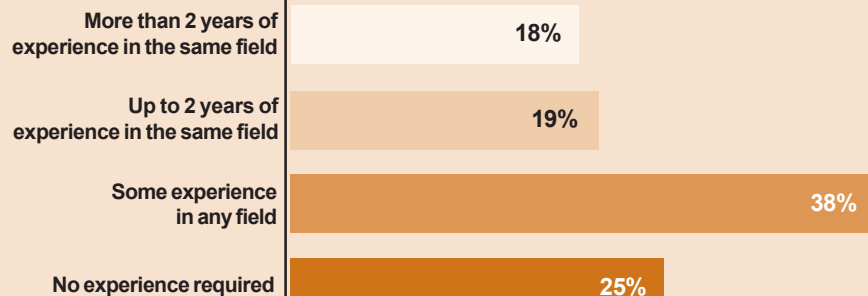
On the other hand, just six percent of Shreveport RLMA vacancies required a four-year college degree or higher. Five percent required a bachelor's degree, while just one percent required an advanced degree. The sidebar to the left provides more information on education levels in job vacancies.

More than half of all Shreveport area job vacancies offered wages of \$7.00 per hour or less. The largest share of vacancies (39 percent) offered wages of between \$5.16 and \$7.00 per hour. At the other end of the spectrum, approximately nine percent of all vacancies offered wages of more than \$16.00 per hour.

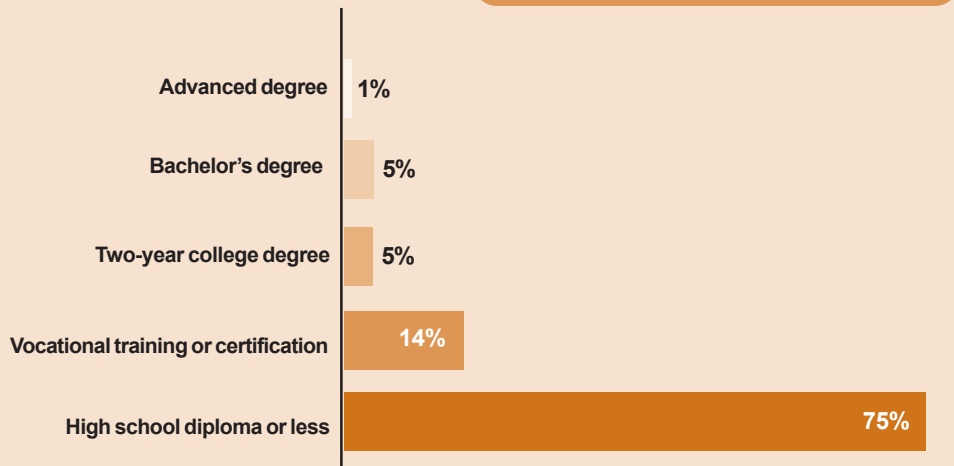
Why do most vacancies require a high school diploma or less?

The picture painted by these figures may look grim, but there is a good reason why most vacancies require little education. Simply put, occupations that require less education tend to have more turnover, all else equal. The latest estimate by the Bureau of Labor Statistics for median years of job tenure for professional and managerial workers was 4.8 in 2002. By contrast, sales workers, such as retail sales clerks, stayed a median 2.7 years and service workers, such as food service employees, stayed a median 2.4 years. Since retail sales clerks, food service workers, and other such jobs have high turnover, it stands to reason that these occupations, which require little formal education, will have many vacancies at any given point in time. To get a sense of the demand for workers over and above turnover levels, see the "hiring demand index" on page 7 of this report.

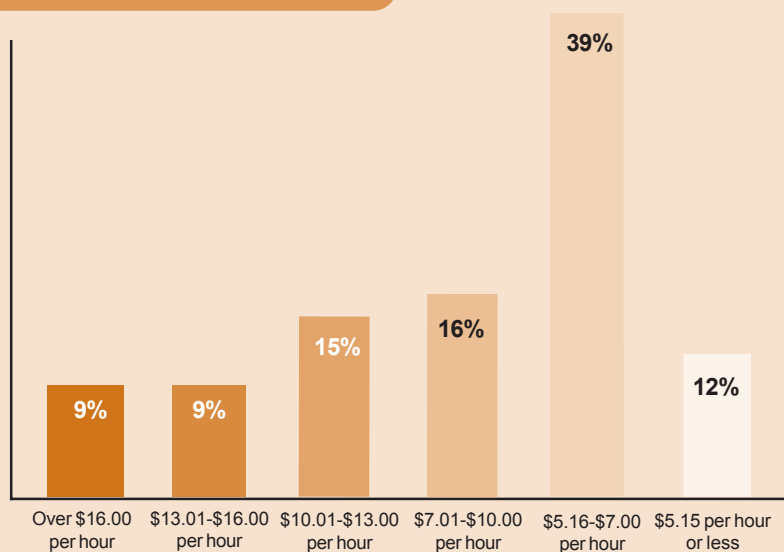
How much experience do Shreveport job vacancies require?



How much education do Shreveport job vacancies require?



How much do Shreveport job vacancies pay?



What is the difference between an *industry* and an *occupation*?

An industry is a group of businesses, categorized according to the goods and services they provide. An occupation is a group of workers, categorized according to the skills they have and what they do on the job. For example, *health care* is an industry that includes many occupations -- doctors, nurses, administrators, and secretaries, to name a few. But *secretary* is an occupation that can be found in almost any industry. Each industry contains a variety of occupations, and many occupations -- such as secretaries, computer support professionals, and database analysts -- can be found in every industry.

What did EMPLOYERS say?

Employers' Responses to the Open-Ended Question:

*"In trying to fill this position,
what is the greatest difficulty you have faced, if any?"**

Reported Difficulty	Number of Responses	Percent of Responses
<i>"We have been unable to find qualified applicants."</i>	48	21.1%
<i>"The applicants do not have the appropriate credentials." (Applicants meet all requirements other than the required certification certificates or licenses.)</i>	15	6.6%
<i>"Qualified applicants will not work for the compensation package we offer."</i>	11	4.8%
<i>"We have been unable to find applicants with the specific experience / training / skills / certification that we are seeking."</i>	27	11.9%
<i>"There is a shortage of people in this occupation."</i>	19	8.4%
<i>"[Some aspect of the job] is undesirable to applicants." (The position requires odd hours / the position is temporary / the position involves shift work)</i>	17	7.5%
<i>"The work ethic of people, once they are hired, is unacceptable." (People don't show up for work / if they do show up, they don't work / they can't pass drug tests)</i>	13	5.7%
<i>"Turnover - keeping people once they have been hired is the biggest problem."</i>	4	1.8%
<i>Some other difficulty mentioned</i>	11	4.8%
<i>No response</i>	62	27.3%
Total	227	99.9%

* Confidentiality concerns precluded publishing employers' verbatim responses. However, LDOL analysts reviewed all responses to the question above, grouped similar responses together, then re-worded the similar responses into one representative sentence or phrase, as shown above. Data shown in this table are unweighted. Percentages may not total to 100 percent due to rounding.

Major Occupational Group	Number of Vacancies	Vacancy Rate	Hiring Demand Index*	Median Number of Days Position was Vacant
Sales & Related	1,653	7.53%	High	56
Transportation & Material Moving	841	5.38%	High	28
Construction & Extraction	730	6.29%	High	14
Building & Grounds Cleaning & Maintenance	660	7.70%	High	14
Food Preparation & Serving Related	611	3.16%	Low	30
Installation, Maintenance & Repair	419	3.56%	High	90
Management	303	2.30%	High	60
Healthcare Practitioner & Technical	244	1.74%	High	30
Office & Administrative Support	232	0.67%	Low	21
Personal Care & Service	217	3.13%	Average	30
Production	125	0.69%	Low	30
Healthcare Support	108	1.41%	Low	14
Business & Financial Operations	79	1.47%	Average	30
Education, Training & Library	60	0.40%	Low	14
Arts, Design, Entertainment, Sports & Media	49	3.25%	High	14
Computer & Mathematical Science	41	3.06%	High	14
Non-Classifiable Occupations	39	NA	NA	30
Community & Social Services	30	1.01%	Average	14
Life, Physical & Social Science	10	1.16%	Average	90
Architecture & Engineering	7	0.34%	Low	37
Protective Service	2	0.03%	Low	60
Farming, Fishing & Forestry	0	0.00%	NA	NA
Legal	0	0.00%	NA	NA
Total, All Occupations	6,459	1.78%		30

Taking all of the labor shortage indicators together (the vacancy rate, hiring demand index, and the length of time positions remained vacant), there were a number of occupations in which workers appeared to be scarce. For example, Sales & Related occupations had a vacancy rate of over seven percent, scored high on the hiring demand index, and positions in this occupation remained open a median of 56 days -- all of which together indicated that employers had difficulty when filling these positions. Other occupations, such as Construction & Extraction, had many vacancies and a high vacancy rate, but had positions fill relatively quickly. This is indicative of movement in and out of the occupation, but not necessarily a *shortage*.

*The Hiring Demand Index indicates whether demand for workers in an occupational group is more than what we would expect from turnover levels alone. A "high" score on the Hiring Demand Index means that, all else equal, a labor shortage is **likely**, because there are more openings than we would expect to see from normal turnover alone. A "low" score means that a labor shortage is **unlikely**, because there are **not** more openings than we would expect to see from turnover alone. See the back cover of this report for more details on this measure.

Are there
LABOR SHORTAGES
 in Shreveport?

FOR MORE INFORMATION

Second Quarter 2004 Job Vacancy Survey Findings are available for the state of Louisiana as well as all eight regional labor market areas (RLMAs). To order copies, or for more information, please contact the Louisiana Department of Labor's Research and Statistics Unit at (225) 342-3141, or toll-free at (888) 302-7662. You may also download any Job Vacancy Survey product from our Web site: www.LAWORKS.net/qm_JVSoverview.asp.

TECHNICAL NOTES

for the Second Quarter 2004
Job Vacancy Survey

THE SAMPLE

The Job Vacancy Survey was based on a random sample of Louisiana business establishments covered by Louisiana's unemployment insurance tax laws. The sample was stratified by firm size, region (including all eight regional labor market areas in Louisiana) and industry. This sample excludes certain types of establishments: small businesses with self-employed owners and some non-profit and religious organizations which are not covered by UI tax laws. In addition, the sample is limited to **private employers only**. **The vacancies reported in this study do not include openings with any federal, state, or local government entities in Louisiana.** The total sample size was 9,544. The overall response rate for this survey was 39.1%.

JOB VACANCY RATES

Vacancy rates are computed as the number of vacancies in an occupation divided by the total employment in that occupation. A vacancy rate of five percent means that for every 100 jobs, five were vacant at the time of the survey.

HIRING DEMAND INDEX

The Hiring Demand Index presented in this report measures demand for labor over and above the normal demand due to turnover. This measure, first constructed by the Minnesota Department of Employment and Economic Development, is computed as follows:

$$\left(\frac{\text{Job Vacancy Rate in the Occupation}}{\text{Job Vacancy Rate in all occupations}} \right)$$

divided by

$$\left(\frac{\text{Turnover rate in the occupation}}{\text{Turnover rate in all occupations}} \right)$$

Job vacancy rates are calculated as discussed above, and national turnover rates were provided by the Minnesota Department of Employment and Economic Development. They were calculated using Current Population Survey (CPS) Job Tenure Supplement microdata.

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